



### Adding Recalls & Action to keep track of patients

– Liver Health Check-up, Hep C Treatment Follow-up, HCC and cirrhosis monitoring

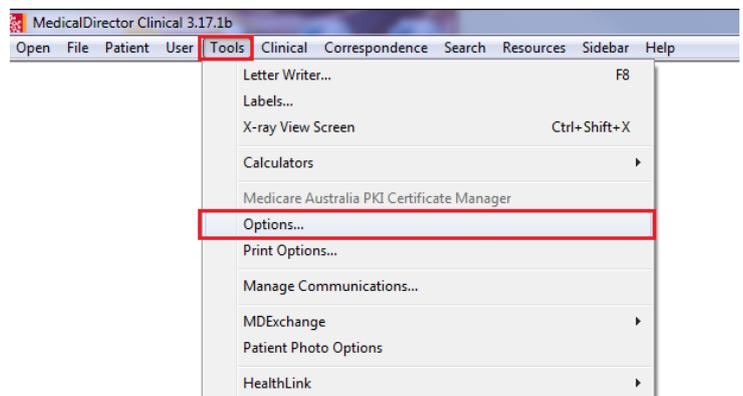
- i. Liver Health Check-up for one week's time (Reminder)
- ii. Hep C Treatment Follow-up for 3 months after treatment completion (set at treatment start) (Reminder)
- iii. HCC and cirrhosis monitoring at 6 month intervals (set at treatment start) (Reminder)

Log into Medical Director (user must have appropriate user rights to edit the reminder lists)

### A) Set up Recall Reasons

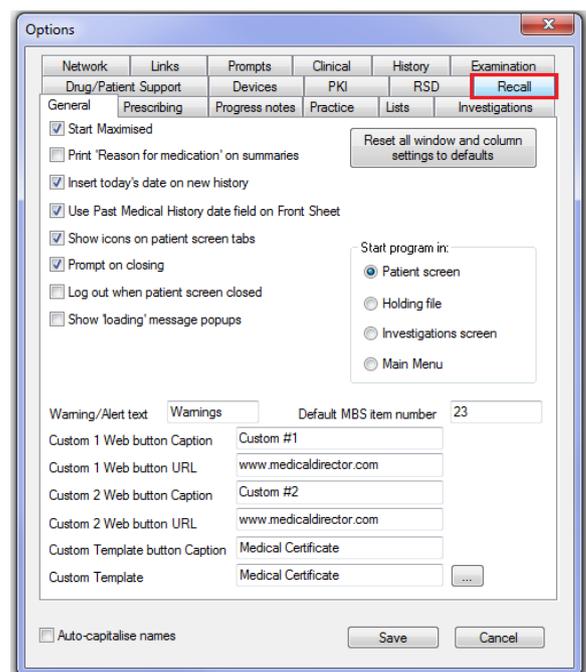
# 1

In the main window, go to 'Tools' > 'Options...'



# 2

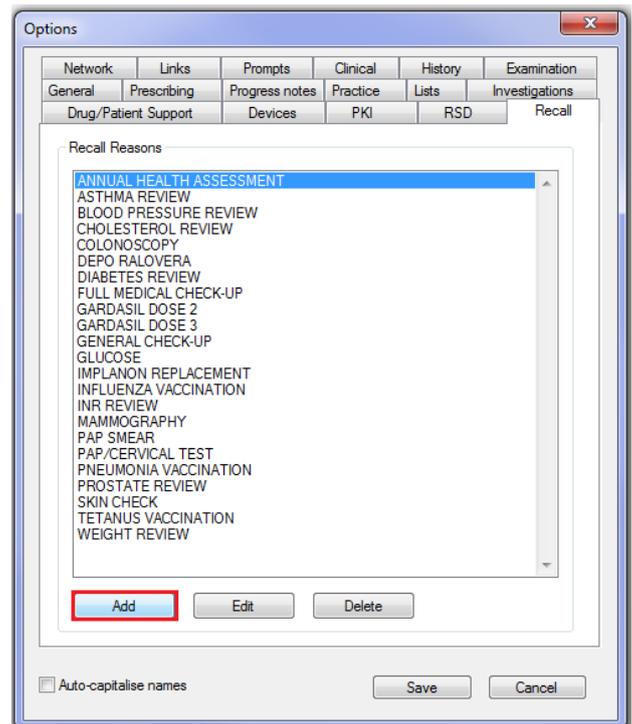
In the 'Options' window, choose the 'Recall' tab





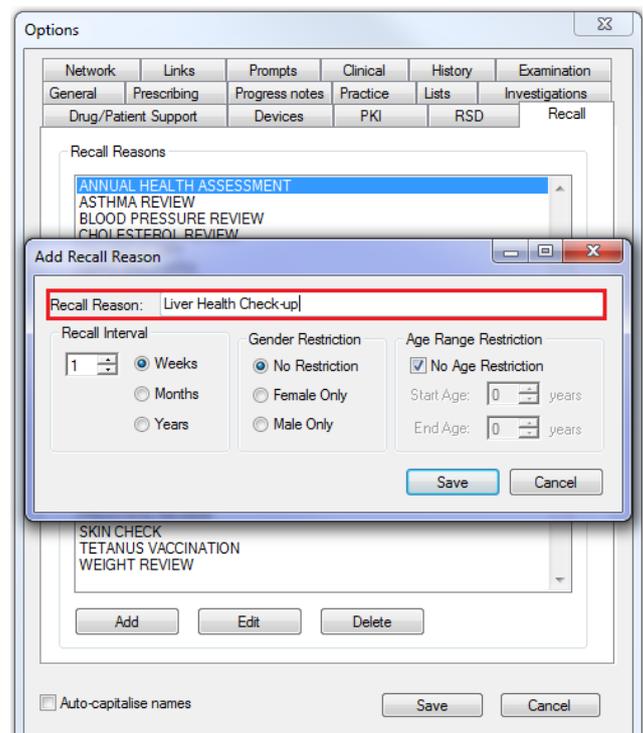
# 3

In the 'Recall' tab, click 'Add'



# 4

Next to 'Recall Reason:', write  
i. Liver Health Check-up  
ii. Hep C Treatment Follow-up  
iii. HCC and cirrhosis monitoring





# 5

Define the time frame in the boxes underneath 'Recall Interval'

Recall Reason: Liver Health Check-up

Recall Interval: 1 Weeks

Gender Restriction: No Restriction

Age Range Restriction: No Age Restriction

Start Age: 0 years

End Age: 0 years

Save Cancel

# 6

Then choose 'Save'



# 7

Repeat steps 3-6 for the following Reminder & Recall reasons:

- i. Liver Health Check-up for one week (Reminder)
- ii. Hep C Treatment Follow-up for 3 months after treatment completion (set at treatment start) (Reminder)
- iii. HCC and cirrhosis monitoring at 6 month intervals (set at treatment start) (Reminder)

## B) Adding Recalls from Patient Search results

# 1

After completing the relevant Patient Search, you will see the '[Search Results]' window

MedicalDirector Clinical 3.17.1b [Search Results]

All patients having (Hepatitis C or Hepatitis C carrier or Hepatitis C exposure or Hepatitis C infection or Hepatitis C serology) Number of patients: 4

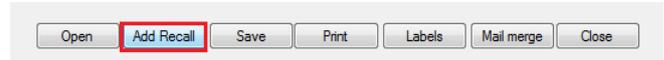
Setup search criteria

| Surname  | First name | Address                               | Preferred Address | D.O.B.     | Gender | Transgender |
|----------|------------|---------------------------------------|-------------------|------------|--------|-------------|
| Andrews  | Heather    | 234 George Street, Bundaberg QLD 4... | Residential       | 12/05/1963 | F      | N           |
| Anderson | David      | 61 Wallace Street, Bundaberg QLD 4... | Residential       | 04/01/1955 | M      | Y           |
| Anderson | Penny      | 61 Wallace Street, Bundaberg QLD 4... | Residential       | 04/07/1993 | F      | Y           |
| Andrews  | Jennifer   | 2 Kennedy Road, Bundaberg QLD 46...   | Residential       | 20/04/1970 | F      | N           |



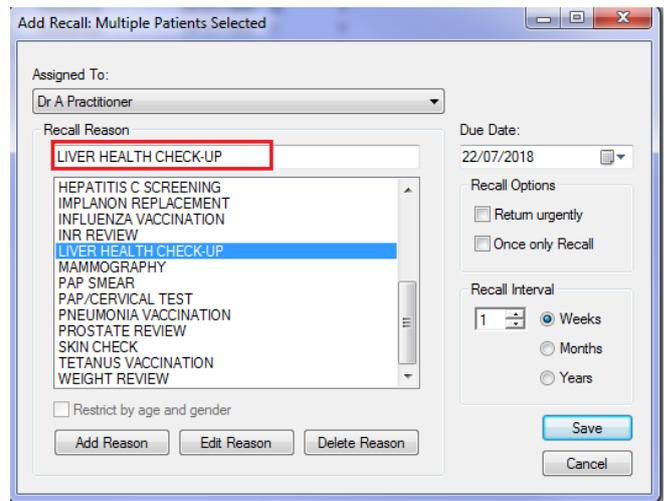
# 2

At the bottom of the 'Search Results' window click 'Add Recall'



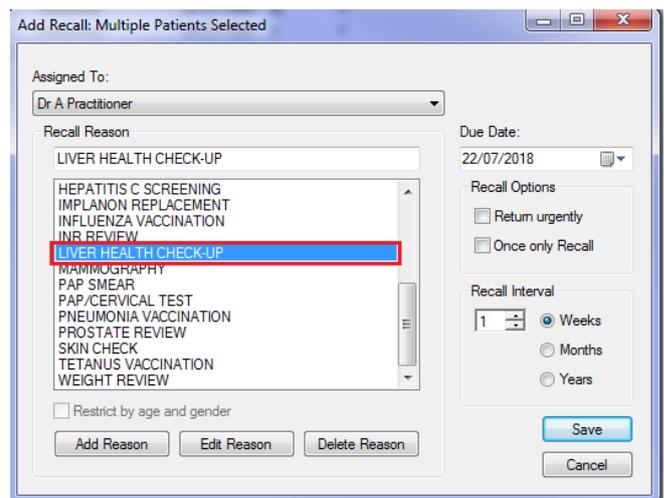
# 3

In the 'Add Recall: Multiple Patients Selected' window, search for relevant reason in the textbox under 'Recall Reason'



# 4

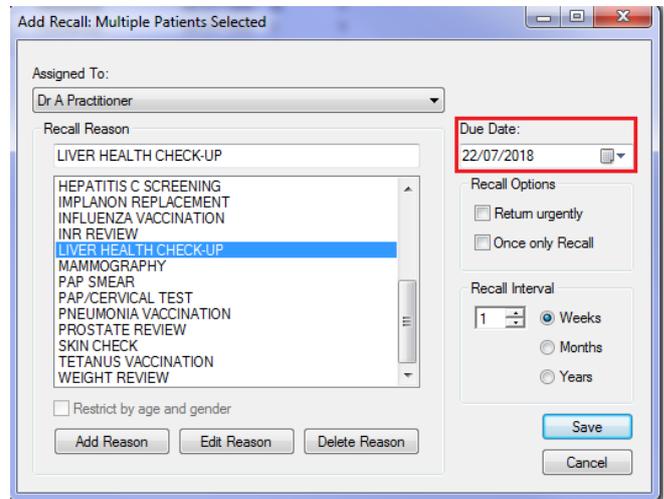
Click on the relevant reminder in the list below to select it





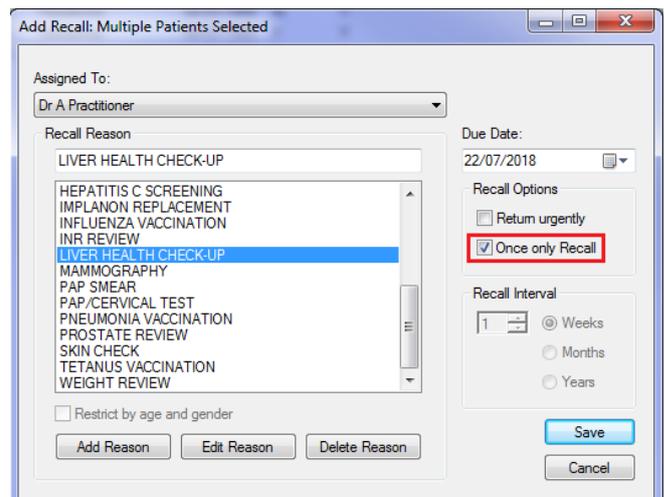
# 5

Underneath 'Due Date:' choose the appropriate date for the first recall using the textbox or drop-down calendar option



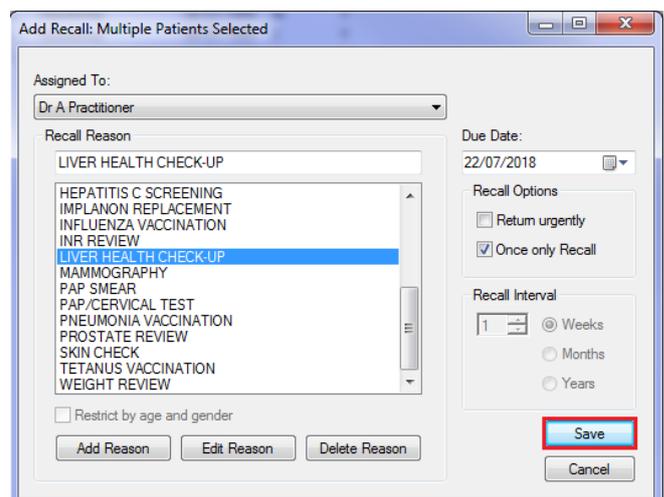
# 6

Choose the appropriate 'Recall Options' radio box: Return urgently for abnormal test result or Once only Recall for Reminder



# 7

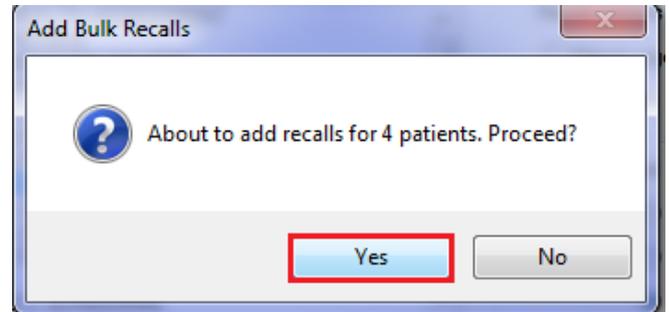
Then click 'Save'





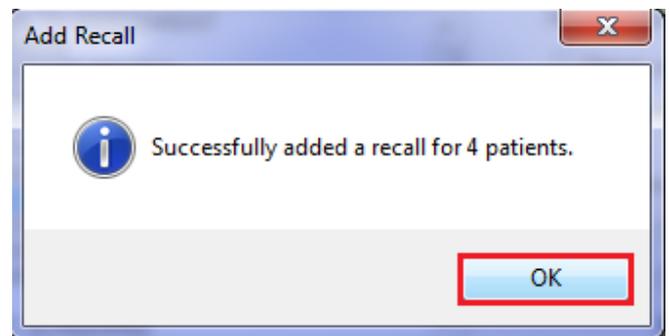
# 8

In the pop-up window 'Add Bulk Recalls', click 'Yes' to proceed



# 9

In the 'Add Recall' window click 'OK' to proceed



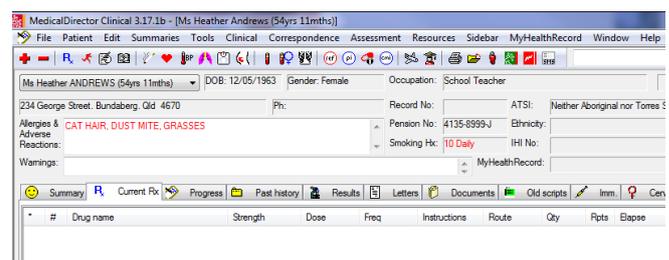
# 10

Repeat step 2 to 7 for each of the required patient reminders

## C) Adding Recalls from Patient Window

# 1

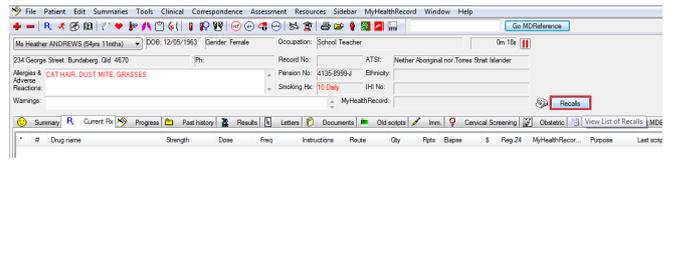
Start in the 'Patient Window'





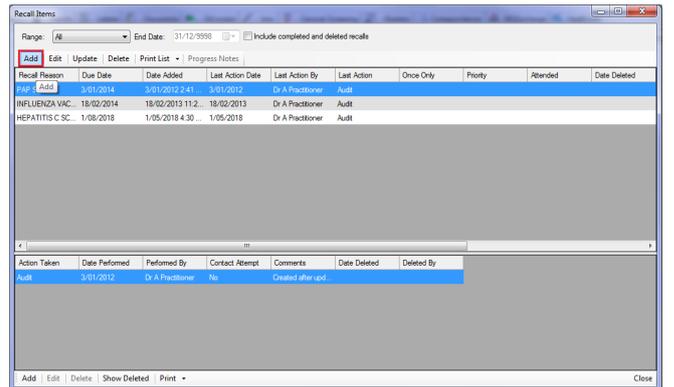
# 2

In the top section of the window you will see a button called **'Recalls'** next to a phone icon. Click on the **'Recalls'** button



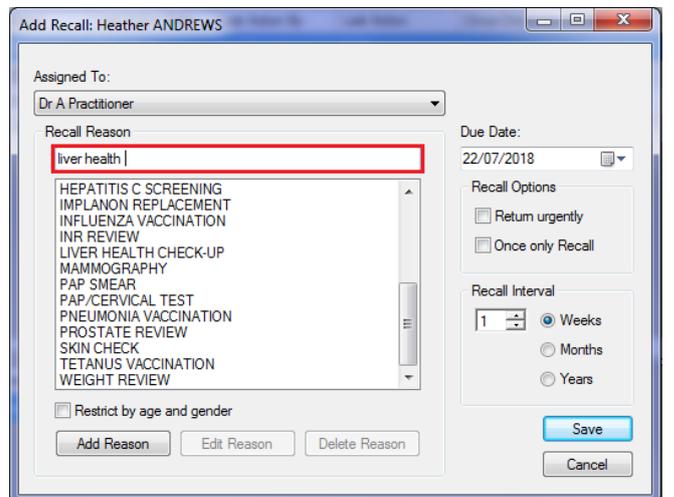
# 3

In the **'Recall Items'** window, click on **'Add'** above **Recall Reason**



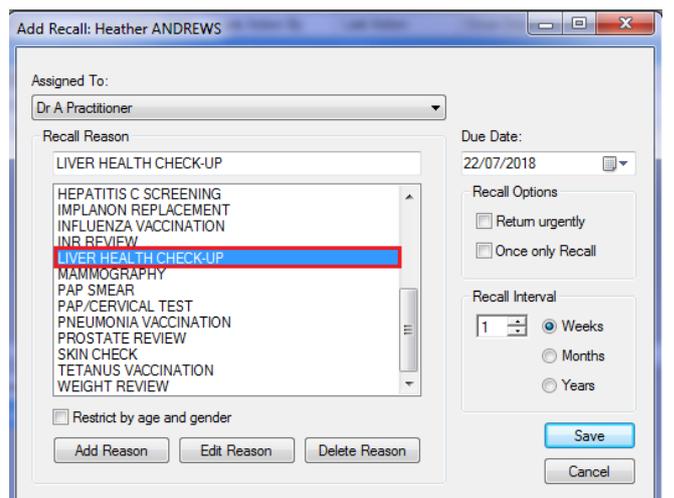
# 4

In the **'Add recall: [PATIENT NAME]'** window, search for the appropriate reason by typing it into the textbox below **'Recall Reason'**



# 5

Click on the appropriate reason to select it





# 6

Then choose the 'Once only Recall'

Due Date:  
22/07/2018

Recall Options

Return urgently

Once only Recall

# 7

Then click 'Save'

Save Cancel

# 8

It will appear in the list like this:

| Recall Reason   | Due Date   | Date Added      | Last Action Date | Last Action By    | Last Action | Once Only | Priority | Reminded | Date Deleted |
|-----------------|------------|-----------------|------------------|-------------------|-------------|-----------|----------|----------|--------------|
| PAP SMEAR       | 3/01/2014  | 3/01/2012 2:41  | 3/01/2012        | Dr A Practitioner | Audit       |           |          |          |              |
| INFLUENZA VAC.  | 18/02/2014 | 18/02/2013 11:2 | 18/02/2013       | Dr A Practitioner | Audit       |           |          |          |              |
| HEPATITIS C SC. | 1/05/2018  | 1/05/2018 4:30  | 1/05/2018        | Dr A Practitioner | Audit       |           |          |          |              |

# 9

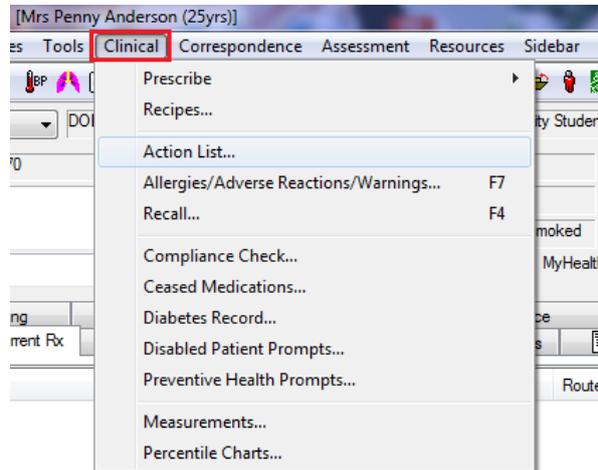
Then close the window by clicking on the red X button or 'Close' in the bottom corner on the window

| Action Taken | Date Performed | Performed By      | Contact Attempt | Comments       | Date Deleted | Deleted By |
|--------------|----------------|-------------------|-----------------|----------------|--------------|------------|
| Audit        | 1/05/2018      | Dr A Practitioner | No              | new recall HCP |              |            |

## D) Adding 'Actions' (Clinician Prompt)

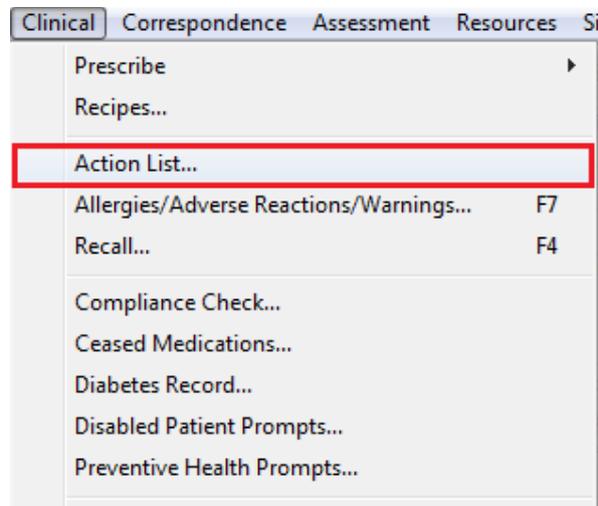
1

Starting within a patient window, go to **'Clinical'** in the top toolbar



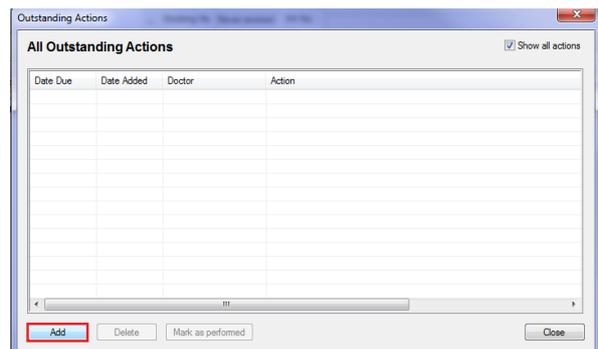
2

Then click on **'Action List...'**



3

Click **'Add'**





# 4

Type in 'BBV SCREENING' in Action description field

Doctor: Dr A Practitioner Action Due Date: 15/07/2018

Action description: BBV SCREENING

- ANNUAL HEALTH ASSESSMENT
- ASTHMA REVIEW
- BBV SCREENING
- BLOOD PRESSURE REVIEW
- CHOLESTEROL REVIEW
- COLONOSCOPY
- DEPO RALOVERA
- DIABETES REVIEW
- FULL MEDICAL CHECK-UP
- GARDASIL DOSE 2
- GARDASIL DOSE 3
- GENERAL CHECK-UP
- GLUCOSE

Save Cancel

# 5

Choose 'BBV SCREENING' from the below list

Doctor: Dr A Practitioner Action Due Date: 15/07/2018

Action description: BBV SCREENING

- ANNUAL HEALTH ASSESSMENT
- ASTHMA REVIEW
- BBV SCREENING
- BLOOD PRESSURE REVIEW
- CHOLESTEROL REVIEW
- COLONOSCOPY
- DEPO RALOVERA
- DIABETES REVIEW
- FULL MEDICAL CHECK-UP
- GARDASIL DOSE 2
- GARDASIL DOSE 3
- GENERAL CHECK-UP
- GLUCOSE

Save Cancel

# 6

Then click 'Save'

Doctor: Dr A Practitioner Action Due Date: 15/07/2018

Action description: BBV SCREENING

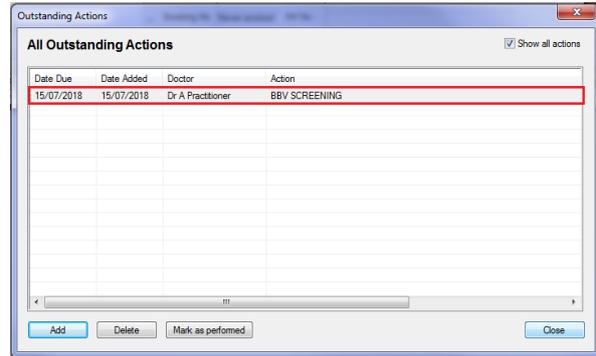
- ANNUAL HEALTH ASSESSMENT
- ASTHMA REVIEW
- BBV SCREENING
- BLOOD PRESSURE REVIEW
- CHOLESTEROL REVIEW
- COLONOSCOPY
- DEPO RALOVERA
- DIABETES REVIEW
- FULL MEDICAL CHECK-UP
- GARDASIL DOSE 2
- GARDASIL DOSE 3
- GENERAL CHECK-UP
- GLUCOSE

Save Cancel



# 7

It will then appear like this:



| Recommended follow-up system for hepatitis C care  |                             |                              |  |                                    |
|--|-----------------------------|------------------------------|--|------------------------------------|
| Patient group  | Follow-up type              | Reminder Reason              | Contact methods (in order of preference)   | Number of times to attempt contact |
| Patients at-risk of hepatitis C who needs to be screened   | Reminder – proactive action | Liver Health Check-up        | 1) Letter<br>2) SMS  | 1                                  |
| Patients who have been tested (and may have been diagnosed) but are not yet on treatment (Active patients)   | Prompt (Clinician)          | BBV Screening                | 1) Add note to next booked appointment to discuss BBV screening<br>2) Add to clinician action list to discuss BBV screening with patient | N/A                                |
|  | Reminder – proactive action | Liver Health Check-up        | 1) SMS<br>2) Call<br>3) Letter   | 2-3                                |
| Patients who have been tested (and may have been diagnosed) but are not yet on treatment (Inactive patients) | Reminder – proactive action | Liver Health Check-up        | 1) Letter<br>2) SMS  | 2                                  |
| Follow-up required re: treatment outcome   | Reminder – proactive action | Hep C Treatment Follow-up    | 1) SMS<br>2) Call  | 2                                  |
| Follow-up required re: cirrhosis monitoring  | Reminder – proactive action | HCC and cirrhosis monitoring | 1) Letter<br>2) Call<br>3) SMS   | 3                                  |